

Neifeld Docket No: PIP-75-WILL

Application/Patent No: 09/826,814

USPTO CONFIRMATION NO: 6446

File/Issue Date: 4/6/2001

Inventor/title: Williams/Method and System for Providing Promotions to a Customer Based on the Status of Previous Promotions

37 CFR 1.98(A)(1) Reference Citation

LISTING OF UNITED STATES PATENTS - U series

EXAMINER INITIALS	REFERENCE NUMBER (U SERIES)	PATENT NUMBER	ISSUE DATE	NAME OF PATENTEE OR APPLICANT	PAGE/LINE AND FIGURE/ELEMENT OF RELEVANT MATERIAL AND/OR IDENTIFICATION OF PRIORITY APPLICATION IN WHICH REFERENCE IS CITED ("Of Record" indicates that the reference is already of record in this application.)
	U-001	4,567,359	1/28/1986	Lockwood	Of Record
	U-002	4,750,119	6/7/1988	Cohen et al.	Of Record
	U-003	5,025,372	6/18/1991	Burton et al.	Of Record
	U-004	5,173,851	12/22/1992	Off et al.	Of Record
	U-005	5,237,157	8/17/1993	Kaplan	Of Record
	U-006	5,256,863	10/26/1993	Ferguson et al.	Of Record
	U-007	5,576,951	11/19/1996	Lockwood	Of Record
	U-008	5,687,322	11/11/1997	Deaton et al.	Of Record
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LISTING OF UNITED STATES PUBLISHED APPLICATIONS - P Series

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LISTING OF FOREIGN AND INTERNATIONAL PATENT DOCUMENTS - F Series

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LISTING OF NON PATENT LITERATURE - O Series

EX AM INE R INI TIA LS	REFER ENCE NUMB ER (O Series)	PUBLICATI ON DATE	INCLUDE IN SEQUENCE: Name of first author (in CAPITAL LETTERS), Title in quotation marks, name of publication, date or publication, page numbers, publisher, city of publication, and country of publication	ENGLISH LANGUAGE TRANSLATIO N ATTACHED? (YES OR NO) AND/OR OR IDENTIFICATI ON OF PRIORITY APPLICATION IN WHICH REFERENCE IS CITED ("Of Record" indicates that the reference is already of record in this application.)
	O-001	12/13/1998	"SAS Institute Name Ceres to CRM Partnership Program" Business Wire.	Of Record
	O-002	4/20/1999	"Qualitative Marketing Software - QMSOFT - Announces Centrus Customer Service Interaction Objects" Business Wire.	Of Record
	O-003		PCT International Search Report PCT/US02/09320	Of Record
	O-004	5/15/1999	Hirohiko SASAKI, "Learn Web Marketing from the US [Beikoku ni Manabu Web Marketing] (5 th)", Nikkei Multimedia, Japan, Nikkei BP, Inc., Issue 47, pp. 184-187.	No
	O-005	7/24/1999	Naoko RIKITAKE, "Practical CRM! [Jissen! CRM]", Nikkei Information Strategy, Japan, Nikkei BP, Inc. Vol. 8, Issue 7, pp. 34-43.	No

Date:	Examiner's Signature:
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